

Docket 98-67

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Thomas Chandler

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From: Diana Herron [deaf ladydi@comcast.net]**Sent:** Saturday, February 19, 2005 9:50 AM**To:** FCCINFO**Cc:** Thomas Chandler; Jenifer Simpson**Subject:** video interpreting service

FEB 23 2005

Federal Communications Commission
Office of the Secretary

I ask that FCC reconsider to allow video interpreting service with hearing and deaf individuals in the same room. The reason for this is that there is a language translation service provided by phone companies and as far as I know, there is no regulation that requires them to be in separate rooms. Furthermore, the video relay services have taken away (or rather robbed) the pool of interpreters available for the community. As a result, we are denied access to services we normally would have received pre-video relay service days.

The video interpreting service used by individuals within the same room is in fact providing "equal access" as normal hearing – hearing conversations. For example, I am a deaf person and I walk into an insurance brokerage firm to get information about my insurance policies options. I could get an immediate access to information by calling video interpreting service rather than have to write notes or become frustrated and it may be weeks before we can get an interpreter. This will cause me to be without insurance coverage for several weeks. With hearing-hearing conversations, they walk in and discuss their insurance policies options and they are ready to sign up and receive coverage effective immediately.

Again, please reconsider this option. This could be a life saver for individuals in needing medical assistance because it could be as long as 2 to 6 hours before an interpreter arrives at the emergency room.

Thank you,

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FEB 23 2005
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